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Administrator's Message

Linda Haugan, Assistant County Administrator for Human Services

I could use this article to share with you how the current economy is affecting our clients, but you already know that first hand. So instead, I would like to focus on Human Services' mission of building "a healthier community by strengthening individuals and families, enhancing quality of life, and valuing people." When we accomplish this, and we do every day, we prove that the jobs we do and the people we serve are important. To highlight this, I would like to share some of our successes from the last few months, all of which were accomplished because we focused on our mission, worked as a team, and provided a valuable service to our clients and communities.

Arrowhead Regional Medical Center (ARMC) recently added a second Breathmobile® to their school-based asthma treatment program. ARMC physicians, nurses, and respiratory therapists utilize the Breathmobiles® to travel to different school districts in our county to provide asthma treatments to students referred by their school nurse or parent. In 2009, ARMC completed approximately 2,144 visits and provided 872 asthma treatments, all at no cost to the students.

The Department of Aging and Adult Services (DAAS) implemented the Senior Art Program. This program allows the creative talents of senior citizens to be developed, and also provides something of value to the public by displaying the art in DAAS offices throughout the county. As an

added benefit, the Senior Art Program may have a positive impact on both the physical and mental well-being of seniors participating in the program, and could help to reduce the need for medical intervention and long-term care.

The Department of Child Support Services (DCSS) received recognition from the California Department of Child Support Services and the California Child Support Directors Association, as well as our Board of Supervisors, for providing quality child support services to their clients. This is a true compliment to the efforts made by DCSS management and staff for the progress made over the past five years and emphasizes their belief that "every child deserves the love and support of both parents." DCSS provides child support services to more than 161,000 children monthly and collects approximately \$150 million in child support payments annually.

The Transitional Assistance Department (TAD) worked with our Board of Supervisors to support the efforts of many community-based organizations that help coordinate Thanksgiving meals for the needy throughout our county. These coordinated efforts ensured that needy citizens were

offered the opportunity to congregate and share a nutritious, seasonal meal in a festive environment. The project also supported the delivery of food baskets to homebound citizens in our communities. It is estimated that well over 5,000 county residents benefitted from this effort.





Editor's Corner

Cynthia Malvin
Media Specialist

The focus of our work never changes despite a treacherous economy. We will always provide our communities' veterans, most vulnerable, at-risk and low income families with the assistance they need to become self-sufficient and productive members of the community. This issue of the HS Connection demonstrates the ways in which we focus our efforts placing emphasis on the importance of family, teamwork, community and the delivery of excellent services.

Administrator's Message Continued...

The 2009 Holiday Support Our Troops Project was a big success this year, thanks to Veterans Affairs (VA) staff and all of you who made donations. Veterans Affairs partnered with the American Legion's 25th District, Yellow Ribbon America, and other local community groups and businesses to collect holiday gifts, overseas calling cards, and comfort and hygiene products for military personnel and their families. Our employees and residents donated a total of \$11,000 in gift cards, long distance calling cards, and cash which was used to purchase gasoline cards.

In addition, more than 4,300 toys were collected and given to families at military bases located in the county. Military commanders, soldiers, and their family members have all expressed their appreciation for the generous donations and outpouring of community support.

Like you, I know there are many more projects and ongoing services that exemplify our mission. I share these few as a reminder that the varied work we do helps to build healthier communities by strengthening individuals and families, enhancing the quality of life of our clients, and valuing the people we serve.

Until next time.....

Employee of the Month

JANUARY



CINDA GRAYSON
*Accounting Technician,
Preschool Services
Department*

PSD is pleased to recognize Cinda and her consistent pursuit of excellence in the performance of her duties. She is an exceptional employee who is fully committed to ensuring PSD's compliance with federal and state regulations.

In her previous assignment, Cinda initiated and conducted organized trainings to parent groups and staff at the 39 PSD sites. This contributed significantly to improved site personnel understanding of the non-federal share regulations and in-house processes, which resulted in the agency consistently meeting and exceeding its non-federal share matching requirements.

Cinda was reassigned to the review and compilation of attendance and other related matters, and has brought the same innovative and forward-thinking work ethic to the process. Cinda gets the job done accurately and on-time.



Norm Dollar
Deputy Director
and
Sheila Muir
Supervising Social Services Practitioner

Children and Family Services Update

CFS Participates in Statewide Permanency for Youth Effort

Children and youth of all ages, regardless of the complexity of their needs and circumstances, desire a loving and lifelong connection to family. Those who are separated and disconnected from family often experience frequent mental health and behavioral issues, placement disruptions, school failures and risks to health and safety. Children and adolescents who journey from foster home to foster home, hospital to residential care and in-and-out of juvenile detention facilities are frequently displaced, alone and in crisis. Without the stability of a permanent family, they are missing the much needed guidance and sense of identity to prepare them for adulthood.

Children and Family Services (CFS) is participating in the California Permanency for Youth Project (CPYP), a statewide effort to develop innovative strategies to improve permanency outcomes for older foster youth who lack permanent connections. Recent federal laws, as well as our county System Improvement Plan, require efforts to improve placement stability and enhance enduring connections for older foster youth. Foster youth who have healthy enduring relationships with a team of caring adults (extended family and friends) transition more successfully into adulthood and self-sufficiency.

The first step in the CPYP process was to conduct a self study to identify San Bernardino County's strengths and weaknesses in terms of assisting older and former foster youth. The self study was developed by a steering committee consisting of allied public agencies, private sector service providers, caregivers, group homes, wraparound providers, as well as current and former foster youth. Based on the findings, a pilot project was created to test enhanced casework strategies for older foster youth who did not have a stable placement and lacked enduring connections to family and caring adults. Forty-eight youth received pilot services and 48 youth on regular caseloads were established as a control group and followed for comparison purposes.

The pilot concluded in December 2009, and the evaluation and recommendations are being completed by Human Services Legislation, Research and Quality Support Services. The initial results are very positive. Many of the pilot youth moved to less restrictive or permanent placements, while placement stability indicators improved and loneliness indicators declined. Over 90% of the pilot youth who were extremely isolated established new permanent connections to extended family members and other caring adults.

A longitudinal perspective is still needed to determine if these youth will successfully transition to adulthood and self-sufficiency. The most hopeful thing for these soon-to-emancipate foster youth is they are surrounded by a strong support system consisting of caring and committed adults.

C.J.'s story illustrates this well. Adopted when he was approximately two, C.J. does not remember any parent except his deceased mother. According to family members, life was fairly normal until his father left the home more often due to substance abuse issues. After his mother passed away on Christmas 2005, C.J.'s adult brother obtained guardianship. Unfortunately, physical abuse followed resulting in C.J.'s placement with an unrelated extended family member. C.J. remained estranged from his own family until his social worker encouraged him to re-establish contact. C.J.'s brother would take him to visit his ill father in the hospital and encouraged him to make peace with their other siblings. For a while, his father's health improved and he was released from the hospital. C.J. continued to visit his brother and reconciled with his father, looking forward to their visits. All too soon, his father's health worsened and he passed away.

C.J. attended his father's funeral and was grateful he had the opportunity to reconnect and make peace with him before he passed. While at his father's funeral, C.J. reconnected with other siblings, family members and long-time family friends. The CFS social worker encouraged and assisted C.J. to stay connected with them. Since then, C.J. has been placed with his brother and remains in contact with these important adults. His negative behaviors have diminished and his school work has improved.



Over 100 children, ages eight months to 16 years, accomplished a lifetime commitment on November 17, 2009, at the 12th Annual Adoption Finalization event. Travelling from as far away as Tennessee, families gathered at the Ontario Convention Center to finalize their adoptions and complete their families once and for all.

Upon checking in and collecting their lunches, the families were met by two larger-than-life size lion balloons that cornered the hallway to the ballroom. Some children stood in amazement, transfixed by the large balloons, while others ran up to them with open arms ready to hug the oversized creatures.

The main ballroom was filled with hippopotamus, elephants, giraffes, monkeys, zebras and other jungle animals as a sampling of the theme, "Family Pride," based on the infamous Lion King movie. Various arts and crafts were set up for the children, including a station to create wildlife animal masks, which some children wore proudly before the judge. Families posed for pictures in front of wildlife scenery made from balloons and played with a family of lion actors.

On display in the hallway was a unique gallery of life size photos of children waiting to be placed with a family. The "Imagine Gallery," a new addition to the event, invited attendees to "Imagine if every child had a family; imagine if that family was YOU." A brief summary about each child was available at the event and CFS staff was on-site to answer



Children & Family Services Update

Adoption Finalization

questions and collect information from anyone interested in learning more about adoption.

The master of ceremonies, Marlene Hagen, introduced Supervisor Gary Ovitt, CFS Director DeAnna Avey-Motikeit, Adoptions Social Service Practitioner Tamara Scott, and honorary guest speaker Sheryl Watts. Each took the podium to share their experiences and expressions of happiness on such an important day for the families.



The adoption ceremonies were performed by the Honorable Judge Marsha G. Slough, Presiding Judge of the Juvenile Court; Honorable James C. McGuire, Presiding Judge of the Superior Court; Judge Wilfred J. Schneider Jr., SB Superior Court and Douglas M. Elwell, Assistant Presiding Judge of the SB Superior Court. The Honorable Marsha G. Slough approached the podium

to express her well wishes, along with the Honorable Judge James C. McGuire who also announced his retirement at the end of the year 2009. Judge McGuire has participated in the Adoption Finalization ceremonies for the past five years and notes the event as, "a truly wonderful experience."

Once inside the informal courtrooms, friends and family members gathered with cameras in-hand ready to capture every moment.

After the families were sworn in, the judge explained the important lifelong commitment they were making and finalized the adoption, sealing the affair with a commemorative teddy bear for each newly adopted child.





Rebecca Stafford
Executive Director

Children's Fund Update



CHILDREN'S FUND

18th Annual A. Gary Anderson Memorial Golf Classic

As June looms ahead, we see on the horizon the 18th Annual A. Gary Anderson (AGA) Memorial Golf Classic on June 14. Our staff is working diligently to ensure that during these arduous economic times, the most successful tournament in the Inland Empire continues to provide for thousands of at-risk children. The AGA Classic is the biggest fundraiser of the year for Children's Fund, bringing in almost \$300,000 of our program budget.

Founder of Directors Mortgage, Mr. A. Gary Anderson's presence in the Inland Empire was strongly felt as a professional in the business arena, and as a generous humanitarian in the surrounding communities. His legacy lives on through his empowerment of those who, then and still today, share his vision and passion for society's most vulnerable populace of all . . . its children. In 1992, the A. Gary Anderson Memorial Golf Classic was established to honor the memory of Mr. Anderson, and serve as a means to perpetuate his work.

The Classic serves as the major fund-raiser for Children's Fund, and is firmly established as one of the most prestigious charitable tournaments in Southern California. The Classic has also been fortunate to have PGA champion Dave Stockton as our Honorary Chairman since the tournament's inception. To date, the tournament has

raised over 3.9 million dollars. Now in its 18th year, the Classic will continue to raise awareness of the increasing number of at-risk children throughout San Bernardino County.

As the end of another fiscal year draws to a close at The Fund, we cannot help but reflect upon the generous support from our loyal donors and the thousands of stories of success for the children we serve. How fortunate we are to be both supported and surrounded by a community of individuals of like-mind, who come together to make our county a safer place for its most vulnerable and fragile citizens of all ... the "at-risk" children!





Department of Aging and Adult Services Update

DAAS Holiday Panel Decorating Contest

The holidays stirred up a little friendly competition and teamwork this year at DAAS Rancho Cucamonga. Teresa Alarcon, SSSP at DAAS Rancho, presented an idea to supervisors that would create a festive holiday work atmosphere, while encouraging teamwork. Her idea was met with great enthusiasm and became known as the Holiday Panel Decorating Contest. Each unit within DAAS joined together to decorate a single panel wall with a holiday theme agreed upon by the group. The CMIPS II Project Manager, staff from a neighboring office and IHSS QA would then judge the panels and award to the winning group a pizza luncheon sponsored by DAAS Rancho supervisors.

The contest was well thought out and established with guidelines to institute a fair competition. Each decorated panel had to use fire-retardant materials and could not exceed 25 dollars, have more than 25 feet of UL-rated lights, have anything attached to the ceiling, and extend more than six inches so as not to obstruct the walkways, which had the units playfully measuring each other's panels with rulers to find "violators."

To the surprise of staff, the first panel decorated was done so by the supervisors. Excited to be a part of the fun, even

though their panel could not be included in the judging, they decorated with festive holiday wrapping paper and cotton filled letters reading "Holiday Lane." A total of seven panels made up "Holiday Lane" including the supervisor's panel. The six panels to follow consisted of each unit, with the exception of the individual program units coming together to create one panel. "The panel decorating improved how staff from different programs work together by giving them an opportunity to interact where they had not in their day-to-day work," stated Susan Brown, SSSP.

Starting off "Holiday Lane" was a panel decorated with a fireplace toasting a marshmallow on a tree branch, plenty of gifts and a letter to Santa from the "DAAS Divas and Randy and Chris." The second panel labeled, "There's No Place Like Home For the Holidays," featured the fire-crackling sounds of a fireplace, a holiday tree adorned with baby photos of unit staff, and a wreath with a digital frame rotating staff photos as they are today. The third panel, "DAAS Workshop," featured a DAAS employee as Santa with little DAAS employee elves representing each program. The fourth panel, "Santa's Express," featured Santa and his train full of gifts, including Tiffany & Co. pearls. The next panel featured "Peanuts and the Gang" with Woodstock playing a musical piano of Peanuts songs. The final panel, "I'm Dreaming of a White Christmas," had you gazing out a window with a snow filled background of houses amongst snowmen.

The pizza luncheon was awarded to the "Peanuts and the Gang" team, with "Santa's Express" at a close second. However, the real reward was the boost in office morale and team spirit.



DCSS Outreach: Parolee Orientation Meetings

The Department of Child Support Services (DCSS) conducts a number of outreach efforts throughout the county as we work to ensure that all customers receive the benefit of our services. One such outreach activity is the monthly Parolee Orientation meeting held in Yucca Valley. The meetings were developed and sponsored by the Police and Corrections Team, which is a division of the California Department of Corrections and Rehabilitation.

These meetings provide recently paroled men and women with an opportunity to learn about the resources available to them as they become acclimated back into the community. In addition to DCSS, other County departments and community agencies are present to share information about available services. Attendance at the meetings is required for these individuals.

DCSS staff provides basic information regarding the child support process and also meets individually with parolees who have child support cases. In many instances, the parolees do not understand the child support process, or are simply ill-at-ease when discussing their cases. An important goal for DCSS at these meetings is to help alleviate any questions or concerns the parolees may have regarding the program, as well as the status of their case.

We place an emphasis on the vital importance of working collaboratively with them to ensure that together, we provide the very best for their children. In most cases, we have been able to educate them on the child support process, and change their perspective of child support and the department to one that is more positive.

Each month a child support supervisor, along with a child support officer, attends the Parolee Orientation meetings. Prior to the meeting, staff reviews the case information for those men and women who will be in attendance, so that they are fully informed about his/her case before meeting with the parolee. This strategy allows for more productive meetings, prepares staff to answer any questions, and ensures that information needed about their case can be obtained.

Since these meetings began in 2007, we have assisted 126 individuals with their child support issues. The staff and parole agents with the Police and Corrections Team regularly express appreciation for our involvement in this process and encourage the parolees to speak with us.

Parolee Orientation meetings have proven to be a beneficial and successful outreach effort. The department will continue to focus on similar efforts to reach and communicate with all of our child support customers.





Ron Griffin, Director

Preschool Services Department Update

2010: Putting Grants to Work

The past year presented many new opportunities for the Preschool Services Department (PSD). The hard work of writing proposals and applying for grants has generated new and/or increased funding to provide educational, health and social service support to the county's most needy children and families. The New Year brings the exciting challenges of implementing new programs and expanding existing ones to help move families from poverty to self-sufficiency.

One of the grants received by PSD is an award through the American Recovery and Reinvestment Act (ARRA) of 4.1 million dollars to provide Early Head Start (EHS) services to an additional 354 children, ages 0-3, and their families. The EHS program provides services to low-income infants, toddlers and pregnant women and their families. EHS programs enhance the children's physical, social, emotional and intellectual development; assist pregnant women to access prenatal and postpartum care; support parents' efforts to fulfill their parental roles and help parents move toward self-sufficiency. Just prior to receiving the ARRA award, PSD received approval for 24 EHS slots. This combined funding will allow PSD to serve a total of 378 additional infants, toddlers and pregnant women and their families in 2010.



As part of the EHS implementation, a collaborative partnership is planned between PSD, the Children's Network and the Departments of Behavioral and Public Health. PSD received approval to implement a collaborative Nurse Home Visitation pilot project. Nurse Home Visitation helps change the lives of vulnerable first-time moms and their babies through ongoing home visits from registered nurses. These evidence-based community health programs have proven results, including long-term family improvements in health, education and economic self-sufficiency.

PSD also applied for and received additional Head Start expansion funding, which was made available through a competitive process. Approximately \$12 million was available in California, and PSD was awarded \$2.3 million of that funding to expand Head Start services countywide. This award will allow PSD to provide 290 additional children and families with the many services and supports available through Head Start.

Finally, one of the many projects PSD will undertake this year is partnering with the US Census Bureau to promote participation in the 2010 Census. The Census Bureau asked PSD to participate specifically because the demographics of our families and the areas of our sites are generally considered difficult to count. PSD will host events at our centers and offer promotional materials designed to let families know why it is important to participate in the Census.

PSD is moving into 2010 with optimism about the opportunity we have to serve substantially more children and families, and to partner with other departments, agencies and community members to increase the well-being of county residents.

Public Service Recognition Week is dedicated to honoring men and women across the nation who exemplify excellence in public service. Award ceremonies were held on Tuesday, May 5 and featured 47 County employees. This year seven Human Services employees were among those recognized. Following are highlights on two of these employees.

Public Service Recognition Week

Priscilla Garcia, Child Support Officer I with the Department of Child Support Services

Priscilla demonstrates a high standard for customer service by providing solutions to customers in complex situations. She focuses on achieving production goals by answering an average of 40 customer calls per day, and has answered an estimated 23,335 calls in her time on the Call Center team. On a daily basis, Priscilla communicates with customers effectively, using voice intonations that convey courtesy and respect. She thinks fast and acts decisively when taking collection actions. She responds to customers' calls by formulating questions, and answers with sensitivity to the customers' perspective, all the while protecting their privacy by adhering to strict standards of confidentiality. Although the majority of the calls she receives are about the Child Support program, her knowledge of other county services is a benefit to her customers. Priscilla is conscientious in making referrals by matching the customers' needs with the appropriate service providers.



Henry Rosier, Veteran Service Rep with Veterans Affairs

Henry has proven himself to be a hard working and highly capable individual. Before joining the County, he worked for 35 years for the U.S. Department of Veterans Affairs as a Veterans Benefits Counselor, Public Contact Unit Supervisor, and Fiduciary Unit Field Examiner. He is a highly decorated disabled U.S. Army veteran who served with the 101st Airborne Division in Vietnam. Henry is an inspiration to everyone with whom he comes in contact and is especially admired by our combat-wounded veterans. Henry always has a cheery attitude and a big smile when interacting with co-workers, veterans and their families. His motivation and eagerness to help his clients is evidenced by his genuine warmth and helpful attitude. In addition to being a dedicated County employee, Henry is a single parent of a 10-year-old son and plays a very active role in his athletic and academic life.



The following employees received service pins at the Board of Supervisors meeting held January 12, 2010. Each employee has served the County for 20 years or more.

Everyday Employees... Extraordinary Work

We extend our congratulations to the following employees:

30 Years of Service



Lesa Clayton Greider, CFS

25 Years of Service



Tina Sides, DCSS; Susan Cary, County Counsel for HS

From left to right - Debbie McCready, CFS; Lisa Corral, DCSS; Denise Phillips, PDD; Sharon Gonzalez, LRQU; Janice Tamkin, TAD

Not Shown: Lynn Blagg-Leusch, TAD; Stella Castillo Sanchez, CFS; Lori Elinsky, CFS; Mary Garcia, TAD; Jennifer Hazelton, CFS; Paulette Hutchinson, CFS; Janet Mansker, DCSS; Diane Martinez, TAD; Esther Sandoval, TAD; Frank Sedillo, TAD; Arlene Spinuzzi, TAD; Holly Sterner, TAD; Patricia Valencia, DAAS-PG

Not Shown: Bill Moseley, VA; Sally Richter, CFS

20 Years of Service



From left to right -
Front Row: Linda Seefeldt, DCSS; Melissa Thompson, TAD
Middle Row: Debbie Boatman, TAD; Lisa Shair, TAD; Velma Amarante, TAD
Back Row: Laura Sammartino, TAD; Michelle McLucas, TAD





Schedule of Classes

Offerings for April - June 2010

Note: Because of the funding source, *HS-Only* classes are open only to employees of TAD, CFS, DAAS-APS, DAAS-IHSS and Human Services administrative support divisions.

Classes will be presented at PERC San Bernardino unless otherwise noted.

General Development Classes - Class Name	Date	Locator #	Fee	Time
Choose Your Battles - HS Only	4/7/10	26851	n/a	8:30 - 12:30
Time Management - HS Only	4/7/10	26852	n/a	1:00 - 5:00
Diversity & Inclusion: Frame by Frame - HS Only	4/8/10	26887	n/a	8:30 - 4:00
So, You Think You Want To Be a Supervisor? - National University	4/13/10	26888	\$115	8:30 - 4:00
Interviewing and Test Taking Skills - HS Only	4/14/10	26889	n/a	8:30 - 4:00
Serving a Diverse Community - HS Only	4/15/10	26866	n/a	8:30 - 12:30
Serving a Diverse Community - HS Only	4/15/10	26867	n/a	1:00 - 5:00
Proofamatics (4 days)	4/19-22/10	28117	\$115	8:30 - 11:30
Performance Counseling Skills Supervisors Need - National University	4/22/10	26890	\$115	8:30 - 4:00
Success in the People Zone - National University	4/27/10	26838	\$115	8:30 - 4:00
Writing for Clarity and Career (2 days) - HS Only	4/28 & 4/29/10	26891	n/a	8:30 - 4:00
Thank You for Calling - National University	5/5/10	28116	\$65	8:30 - 12:30
Conflict Resolution - National University	5/6/10	26839	\$115	8:30 - 4:00
Writing for Clarity and Career - National University	5/12 & 5/13/10	26894	\$185	8:30 - 4:00
Coping with Difficult People - National University	5/13/10	26840	\$65	8:30 - 12:30
Time Management - National University	5/13/10	26895	\$65	8:30 - 12:30
Interviewing and Test Taking Skills - National University	5/20/10	26897	\$115	8:30 - 4:00
Mapping Business Communications (2 days) - HS Only	5/25 & 5/26/10	27805	n/a	8:00 - 5:00
Training for Maximum Impact (2 days) - National University	5/26 & 5/27/10	26899	\$185	8:30 - 4:00
Diversity & Inclusion: Frame by Frame - HS Only	6/3/10	26855	n/a	8:30 - 4:00
Mapping Business Communications (2 days)	6/7 & 6/8/10	28118	\$500	8:00 - 5:00
Conflict Resolution - HS Only	6/10/10	26901	n/a	8:30 - 4:00
Workplace Philosophy: What does love have to do with it? - HS Only	6/16/10	26902	n/a	8:30 - 12:30
Thank You For Calling - HS Only	6/17/10	26904	n/a	8:30 - 12:30
So, You Think You Want To Be a Supervisor? - National University	6/22/10	26841	\$115	8:30 - 4:00
Training For Maximum Impact (2 days) - HS Only	6/22 & 6/23/10	26905	n/a	8:30 - 4:00
Interviewing and Test Taking Skills - National Univ.	6/23/10	26906	\$115	8:30 - 4:00
Interviewing and Test Taking Skills - HS Only	6/29/10	26908	n/a	8:30 - 4:00



Computer Classes - Class Name	Date	Locator #	Fee	Time
Word 2003 Introduction	4/14/10	28077	\$115	8:30 - 5:00
Outlook 2003 Intermediate	5/12/10	28080	\$115	8:30 - 5:00
Excel 2003 Introduction	5/19/10	28081	\$115	8:30 - 5:00

Pre-registration is required for the classes listed in this announcement, and there are two ways to register:

1. PERC e-Learning Network

- Go to PERC website (<http://countyline/perc/>).
- Click PERC e-Learning Network at top of page.
- Click *Sign In* on top menu bar; follow directions to log in.
- Click *Class Catalog* on left sidebar.
- Type class locator number in "Search for these words" box.
- Select *Locator Number* radio button.
- Click *Go*.
- Click *Enroll in this class*.
- Click *Yes*.

2. Call Registrar

- Call (909) 388-4110.

Payment, purchase order, or approved Education Assistance Proposal (EAP) must be received prior to the start of the seminar. When paying by check, make checks payable to San Bernardino County. For additional information, please contact PERC at (909) 420-6400.

The new PERC LMS (Learning Management System) Learning Network is now online. Here you can search and register for upcoming classes, view and print your training transcript and access many other new and exciting features. For more information, go to: <http://countyline/perc/>

Cancellations – Registrants who fail to attend are liable for the entire workshop fee unless they cancel their registration at least 5 work days prior to the first class date.

Training locations:

PERC– San Bernardino
295 E. Caroline St., Suite C

National University - San Bernardino
804 E. Brier Street

PERC - Victorville
17270 Bear Valley Rd., Suite 107

